ADMINISTRATIVE ASSISTANT

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.

DEFINITION

To perform a variety of confidential, responsible and complex administrative, secretarial and clerical duties for an assigned department and department head; to coordinate and participate in office functions in support of the department's goals and objectives; to provide information and assistance to employees and the public regarding departmental policies and procedures; to provide work direction, review and training to office support staff as assigned; and to perform a variety of duties relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from higher level management staff.

May exercise technical and functional supervision over lower level clerical staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS – Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

- 1. Provide responsible and highly complex administrative and secretarial support to an assigned department and department head; recommend improvements in work flow, procedures and use of equipment and forms.
- 2. Screen office and telephone callers; provide front counter assistance including information to the general public regarding assigned area of responsibility; respond to and resolve complaints and requests for information on regulations, procedures, systems and precedents.
- 3. Research, compile, analyze and summarize a variety of informational materials; assist in the design and production of technical information and handouts.
- 4. Operate a variety of office equipment including copiers, facsimile machine and computer; input and retrieve data and text; organize and maintain disk storage and filing.
- 5. Type, word process and proofread a wide variety of reports, letters, memoranda and statistical charts; type from notes, verbal instruction or prior materials; independently compose correspondence, letters, memoranda, resolutions and staff reports as assigned.
- 6. Review finished materials for completeness, accuracy, format, compliance with policies and procedures and appropriate grammar.
- 7. Process all department invoices and purchases; assign account numbers to all invoices for all departmental programs.
- 8. Receive, sort, open and distribute department mail to appropriate staff as required; maintain logs of mail received.

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Essential Functions:

- 9. Provide support in the preparation and administration of the assigned department budget; monitor expenditures including reviewing and processing purchase requisitions and purchase orders; recommend modifications or adjustments as appropriate.
- 10. Perform various personnel functions including maintaining departmental personnel files and timesheet information; purge personnel files according to established procedures.
- 11. Attend a variety of meetings; prepare and compile agenda packets; take and prepare minutes; disseminate information as appropriate.
- 12. Maintain, develop and implement filing systems and records; modify systems as appropriate.
- 13. Maintain a calendar of activities, meetings and various events for the assigned department; make travel arrangements; coordinate activities with other City departments, the public and outside agencies.
- 14. Organize meetings by notifying participants, making room arrangements and preparing required information materials.
- 15. Respond to requests and inquiries from the general public and other departments; provide information within the area of assignment; resolve complaints in an efficient and timely manner.
- 16. As assigned, receive applications, registrations and fees for assigned department functions.
- 17. As assigned, coordinate all phases of the pre-employment hiring process for all applicants.
- 18. As assigned, serve as recording secretary to various committees, commissions and boards; take and transcribe minutes and record information.

Marginal Functions:

- 1. May provide work assignment, direction and review to lower level clerical staff; may instruct staff in work procedures; may assist in selecting staff and evaluating their work.
- 2. Assist in a variety of department operations and perform special projects as assigned.
- 3. May participate in the preparation and organization of special events.
- 4. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Office administrative and secretarial practices and procedures.

Modern office procedures, methods and equipment including computers and supporting work processing and spreadsheet applications.

Principles of lead supervision and training.

Principles and procedures of financial record keeping and reporting.

Principles and practices of tracking and monitoring budgets.

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Ability_to:

Practices used in minute taking and preparation.

Principles and procedures of record keeping.

Principles of business letter writing and basic report preparation.

English usage, spelling, grammar and punctuation.

Mathematical principles.

Pertinent Federal, State and local laws, codes and regulations.

Ability_to:

Perform responsible administrative and secretarial work involving the use of independent judgment and personal initiative.

Lead, organize and review the work of assigned staff.

Train staff in work procedures.

Assist in the preparation and administration of an assigned department budget.

Interpret, explain and enforce department policies and procedures.

Prioritize work, perform multiple tasks simultaneously and meet deadlines.

Analyze and resolve administrative situations and problems.

Research, compile, analyze and summarize a variety of informational materials.

Operate and use modern office equipment including computers and supporting word processing spreadsheet applications.

Type and/or enter data on a computer at a speed necessary for successful job performance.

Take and transcribe dictation at a speed necessary for successful job performance.

Independently prepare correspondence, resolutions and memoranda.

Prepare a variety of clear and concise written documents.

Respond to requests and inquiries from the general public and other departments.

Maintain accurate records and files.

Understand and follow oral and written instructions.

Work independently in the absence of supervision.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities.

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Four years of increasingly responsible secretarial or office administrative experience, including one year of lead responsibility.

Training:

Equivalent to the completion of the twelfth grade supplemented by specialized secretarial or business training.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

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Physical Conditions:

Essential and marginal functions require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; light lifting or carrying; near visual acuity for performing computer functions.